

SPOKANE WORKFIRST (TWI)

The overriding principle for success in this initiative comes from the development of a customer service plan for each participant that intensively engages the customer, surrounds them with activities that support and compliment each other, sustains their interest, encourages them, and focuses on high-wage employment as the goal. The target wage for Spokane is \$8.50 per hour.

Targeted Job Search

Targeted job search represents a move towards more individualized, focused job search services blended with the group activities, workshops and job clubs that are valuable tools to prepare customers for the labor market.

The enhanced job search process will include activities for the entire 12 weeks a customer is participating. The activities will be structured and focused in such a way to assist customers to find the best employment as soon as possible.

The work skills evaluation will be the cornerstone of the activities that the customers engage in throughout their participation in job search. It will be used to direct customers to specific employers, and specific opportunities to enhance their employability.

The twelve weeks of job search will be segmented into three parts, all of which are equal in intensity and design, but each of which have specific activities and focus. Depending upon an individual customer's competencies around job search, they could move through the segments more rapidly.

ES staff will continue to interact with customers each day to coach and monitor the job search to be sure they are participating as required and to determine whether the activities they are engaged in are assisting them in finding employment. ES staff will also conduct weekly reviews of each participant's job search to determine whether the activities that the customer is engaged in are the right combination to assist them to successfully find the highest wage employment they can find in their labor market.

At the end of four, eight, and twelve weeks, each customer will receive an in depth evaluation at the site. This evaluation will help staff and customers plan, review and revise expectations of the job search activities customers are engaged in and determine if they need additional services or different services to be effective in their job search process. Any customer approaching 12 weeks of job search should participate in a case staffing with the partners prior to being referred back to DSHS.

Spokane's model will follow these four-week segments listed below:

First Four Weeks.

Week 1:

All new TANF and Returner customers will be scheduled for an ES orientation. Orientations will be scheduled and provided daily at each CSO.

The WorkFirst message will be clear, consistent and strong in each CSO. ES staff will ensure customers clearly understand their role and expectations while participating in the WorkFirst program and more importantly, the ramifications should they fail to participate.

At the orientations customers are presented with a detailed briefing that outlines the program expectations and participation requirements. Secondly, ES staff will introduce the Success Plan and assist the customers with the initial phase of Success Plan building.

Note:

The initial Success Plan will be completed with the customer on or before the last day of the 30-hour workshop and after the customer has been counseled on the results of his / her Work Keys assessment.

Each customer will be screened for CASAS testing during the orientation. If the customer has taken the CASAS in the past or is a high school graduate or has a GED he / she will not be required to take the assessment.

CCS and ES staff will assess and schedule customers required to take the CASAS assessment through out the first 4 weeks of job search. ES and CCS staff at each CSO will work together and develop a schedule to accomplish this task.

All new customer and returnees at each CSO will participate in an open enrollment, one-week, up front Job Search Preparation activities. These customers and their ES Workshop facilitator will be kept together the entire week to establish trust and rapport with each other. Customers will receive Job preparation training at two locations during the first week of Job Search.

WorkSource

Customers will report to the WorkSource center every morning on **Monday, Tuesday, Wednesday and Thursday 8:30am – 11:00am** for Life Skills training. CCS staff will provide the modularized training. Primary training modules will include Self-Management, Dealing with Change, Making appropriate Choices, Beliefs Systems, Communications, Conflict Management and Teamwork. Secondary / Additional topics Time Management, Learning Styles, Job Success and Balancing family and Work.

CSO's

Customers will report to his or her respective CSO every afternoon **Monday through Thursday 1:30pm – 4:00pm** for scheduled additional group training. Training in topics such as: Dressing for success, Resume and Master Application fact-finding, Definition of Success, Goal Setting and Initial training / Familiarization on electronic equipment and programs in the resource room prior to the 30-hour workshop. Every Friday, clients will report to the WorkSource center for a tour and an individual work skills and abilities assessment "WorkKeys".

Friday 8:30am – 12:00pm, all new and Returner customers will report to the WorkSource center for a WorkFirst briefing, tour of the center, Pre-employment presentations, family planning, local resources available and WorkKeys assessment, "Discover". ES staff will conduct the WorkSource tour after initial briefing. TECC and ES staff will administer this assessment. The WorkKeys assessment will be used to match skills and abilities to employers and employment opportunities within their local labor market.

ES staff will document results in the customer success plan and in E-jas under job search results. ES and TECC staff will jointly interpret assessment results with customers the following two-week of job search.

Week 2 (30-hour workshop group setting) Week 3 (one-on-one) with ES Counselor

ES staff will assist the customers in the development of a set of job search and employment competencies.

ES Counselor will instruct and ensure the customer is familiar with all electronic equipment in the resource room. Once the customer has demonstrated his / her abilities to properly operate / navigate the programs and equipment ES staff will document the ***(Job Search Readiness Checklist)*** showing successful completion of these competencies. Customer will maintain a copy of the Job Search Readiness Checklist in their portfolio during the employer engagement segment of the job search process. (See attached) checklist

Note:

Week 1 is introduction and familiarization of electronic equipment.

Week 2 during the 30-hour workshop, the customer will be trained and evaluated for proficiency.

Weeks 2–4:

During the first four weeks of job search, customers will be prepared to market themselves to employers through intensive job search preparation activities such as: the 30-hour workshop, job clubs, networking, individualized job development / OJT's, CJST, HWHD or Short-Term Certificated training that is directed towards the highest wage entry-level jobs.

The targeted wage during this segment of job search will be the wage identified for a local office in the feeder measure based on historical WorkFirst hires in the local area. Spokane's targeted wage is \$8.50 per hour and High wage for Spokane is \$12.00 per hour.

Customers will be actively engaged with employers through staff assisted job development in targeted interviews, hiring events, and heavy emphasis on-the-job training options right out of the workshop.

ES staff will continue to interact with customers each day to coach and monitor the job search to be sure they are participating as required and to determine whether the activities they are engaged in are assisting them in finding employment. The staff will also conduct weekly reviews of each participant's job search to determine whether the activities that the customer is engaged in are the right combination to assist them to successfully find the highest wage employment they can find in their labor market.

At the end of the 4th week, each customer will receive an in depth evaluation at the site. This evaluation will help staff and customers plan, review and revise expectations of the job search activities customers are engaged in and determine if they need additional services or different services to be effective in their job search process. Staff will also remind the customer that they have now transitioned into the second phase and will be given four more weeks to find that high wage job of their choice. Additionally, staff will emphasis once again, that at the end of the 8th week of job search they will be given their second of three assessments and that at that time they will be required to report daily, twice a day and accept any job at minimum wage.

Second Four Weeks.

The focus of the second four weeks of job search will be to continue to use the job search skills learned during the first four weeks, and to add some specific job development activities to connect customers with employers.

Customers will be actively engaged with employers through staff assisted job development in targeted interviews, hiring events, and on-the-job training options. The targeted wages will continue to be based on the wage identified in the feeder measure, as in the first four weeks of targeted job search.

At the end of the 8th week, each customer will receive a second in depth evaluation. This evaluation will help staff and customers plan, review and revise expectations of the job search activities customers are engaged in and determine if they need additional services or different services to be effective in their job search process. Staff will now advise the customer that they have entered the third and final phase and will now receive an updated IRP reflecting the new participation requirements. That during these final four more weeks they will be required to report twice a day, every day and accept any job at minimum wage.

Third Four Weeks.

The final four weeks of job search will expand the focus to all jobs for which the customer is qualified, including minimum wage jobs. The focus will then become applying at as many employers as possible to find employment. Customer will be required to report twice a day for more intensive job search and Job Development.

At the end of 12th week, each customer will receive a final in depth evaluation at the site. This evaluation will help staff and customers determine the next course of action. A case staffing will be initiated and scheduled with the case manager prior to RB back to DSHS.